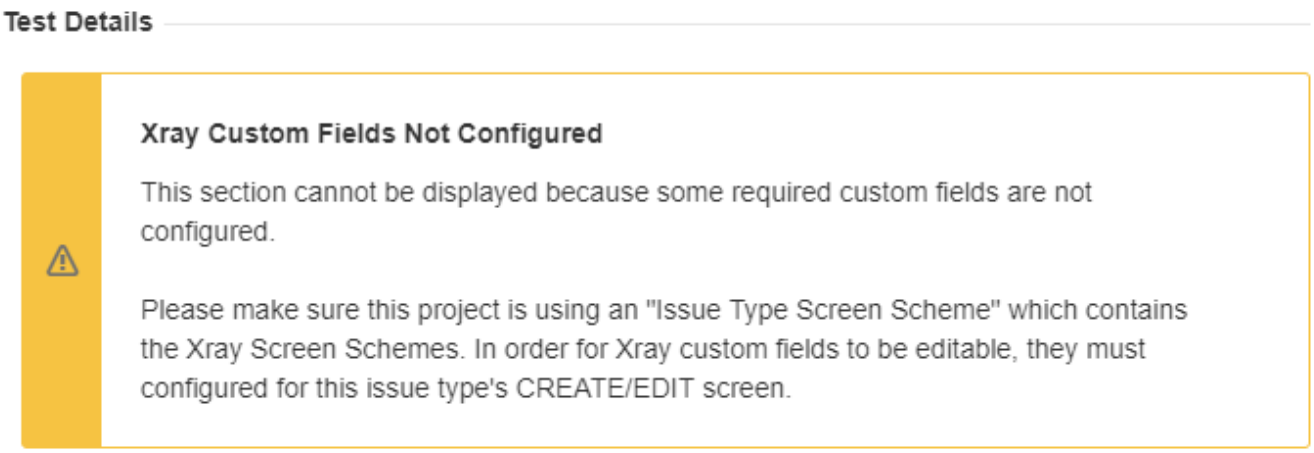
[Xray Server] Xray Custom Fields Not Configured

Problem

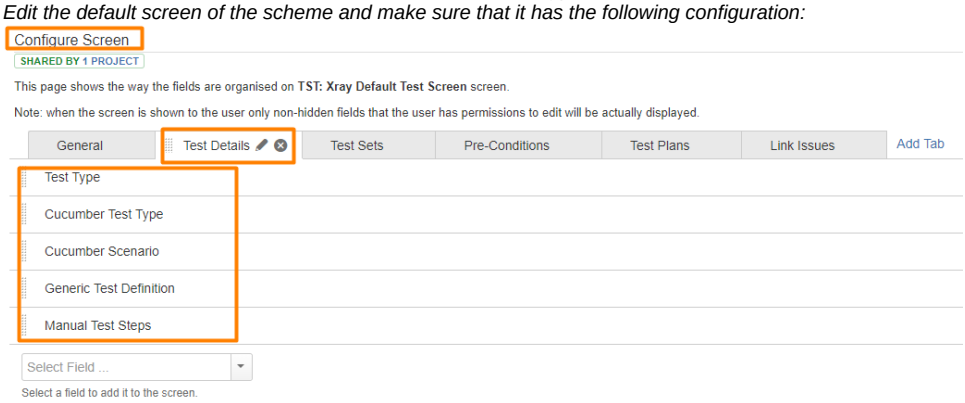
In either a Test case or a Pre-Condition, the Test Details or the Pre-Condition Details custom fields are not shown, and instead, it shows the error message below:



The following solutions are applicable to solve your issue in the Test or the Pre-Condition Issue Types:

Solution 1

1. *Go to the Project Settings, Screens, and edit the screens;*
2. *Choose the Screen Scheme for the Test/Pre-Condition issue type;*
3. *Edit the default screen of the scheme and make sure that it has the following configuration:*



Solution 2

Go to your project -> Project Settings -> Fields -> Button Actions - Edit fields

- On the Field configuration associated with the Issue type Test or Pre-Condition, check if some of these custom fields are hidden for the respective Issue Types:
  - Test Type
  - Cucumber Test Type
  - Cucumber Scenario
  - Generic Test Definition
  - Manual Test Steps
  - Conditions
  - Pre-Condition Type
- If some of these custom fields are hidden, please click on "Show".

(Example for the custom field "Cucumber Test Type")

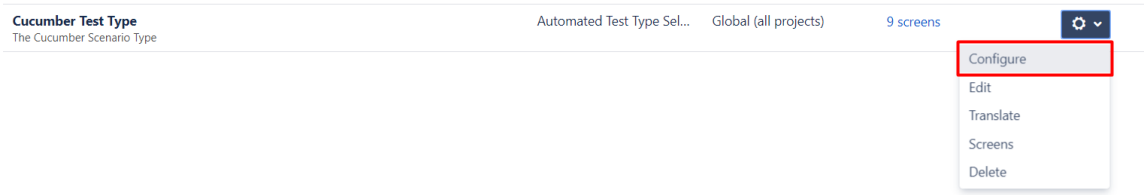
Solution 3

Go to Jira Administration *-> Issues -> Fields - Custom Fields.*

For all the custom fields described in **Solution 2**, check if all of these custom fields are respectively associated with Test or Pre-Condition Issue Type and applied to a Global Context.

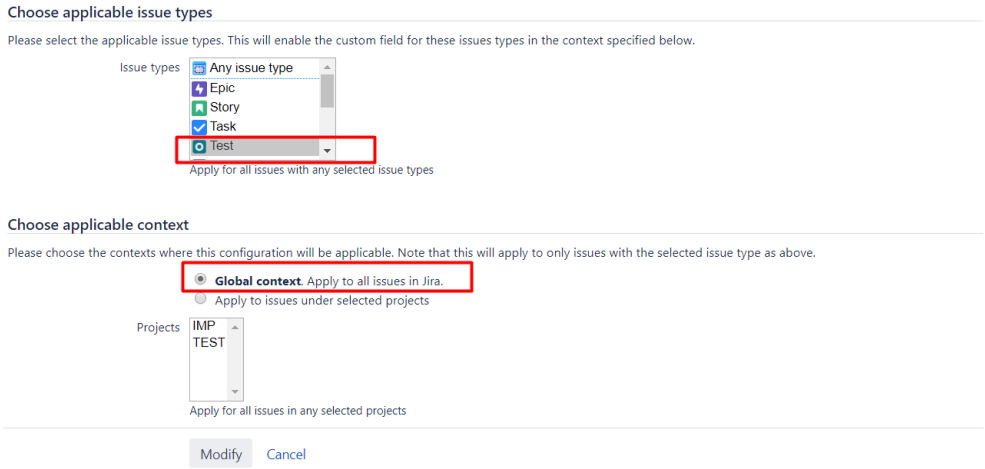
Example for the custom field *Cucumber Test Type*

- Search for each of the already mentioned custom fields and click on Configure:



- Click on the link - *Edit Configuration;*
- Check if this custom field is associated with the issue type Test and applied in a Global Context.

(Example)



Link for related documentation

Custom Fields and Screen Configuration